

Here

Workflow Optimisation

hereweare.org.uk



Dr. Paul Deffley & Jaivir Pall

Clinical Lead & Commercial
Lead

Workflow
 Optimisation

hereweare.org.uk

About Here

- ✓ Not-for-profit social enterprise
- ✓ Membership organisation (our members are local GPs, Practice Managers, Practice Nurses and our own staff)
- ✓ Annual turnover of £50 million
- ✓ Partnered with local practices
- ✓ Delivering a broad range of NHS Services
- ✓ Supporting primary care since 2008 and testing new ways of working

Our Journey

Workflow
 Optimisation

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Our Journey - Workflow Optimisation



nhsalliance
connecting, integrating, innovating

MAKING TIME IN GENERAL PRACTICE

Freeing GP capacity by reducing bureaucracy and avoidable consultations, managing the interface between GPs, hospitals and exploring new ways of working

October 2015

Prepared by Henry Clay & Rick Stern
Editorial support from Daloni Carlisle

NHS
England



**GENERAL PRACTICE
FORWARD VIEW**

APRIL 2016



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Our Journey - Workflow Optimisation

EPiC Prime Ministers Challenge Fund Pilot

- Started with 1 GP working side by side with 1 administrator
- Trained 63 practices over 2 waves
- Demonstrated benefit 40mins per day per GP

GP Forward View – 10 high impact areas

- Part of the £45 million national rollout
- Utilised to support STP and CCG plans to release clinical capacity and build collaborative communities of practice
- Over 500 practices trained
- Constant learning journey with a focus on purpose

Benefit for the people we serve

I am supported to make decisions about my care in a timely way with a person who knows all the accurate information about me

Understanding what's important to you

We will spend some time with you to understand what really matters and bespoke an offer that will enable you to:

- **Transform** the way you work so you have time to focus on what's really important – spending time with your patients
- **Sustain** the changes so you continually make an impact that benefits both people using your service, practices, and the wider health care system
- Work in **collaboration** across clusters of GP practices where information, processes and staff members can be shared, establishing a **community** around workflow teams
- Use **data** to understand and influence broader changes and improvements that can be made both a practice level and the wider healthcare system
- Be involved in the **research** of workflow to continually innovate and develop new ideas

Our Impact

- Up to 80% of all clinical correspondence can be processed by a Workflow Administrator after 4 months
- Data quality is enhanced in the medical record
- Safety focus: governance structures supported by the medical defence organisations

Benefit for the practice

Clinical Care

- General Practitioner time saving 40 min day per GP
- Accurate and consistent information entered on medical records
- Stewardship of the patient journey (including DNA checks, blood test booked there and then, follow up appointment resolved)

Benefit for the practice

Practice Team

- Up skilled staff and increased resilience within practice and between practices
- Ability to review other back office functions and share learning
- Implementation of new roles simplified

Case Study – Sackville Medical Centre, Hove



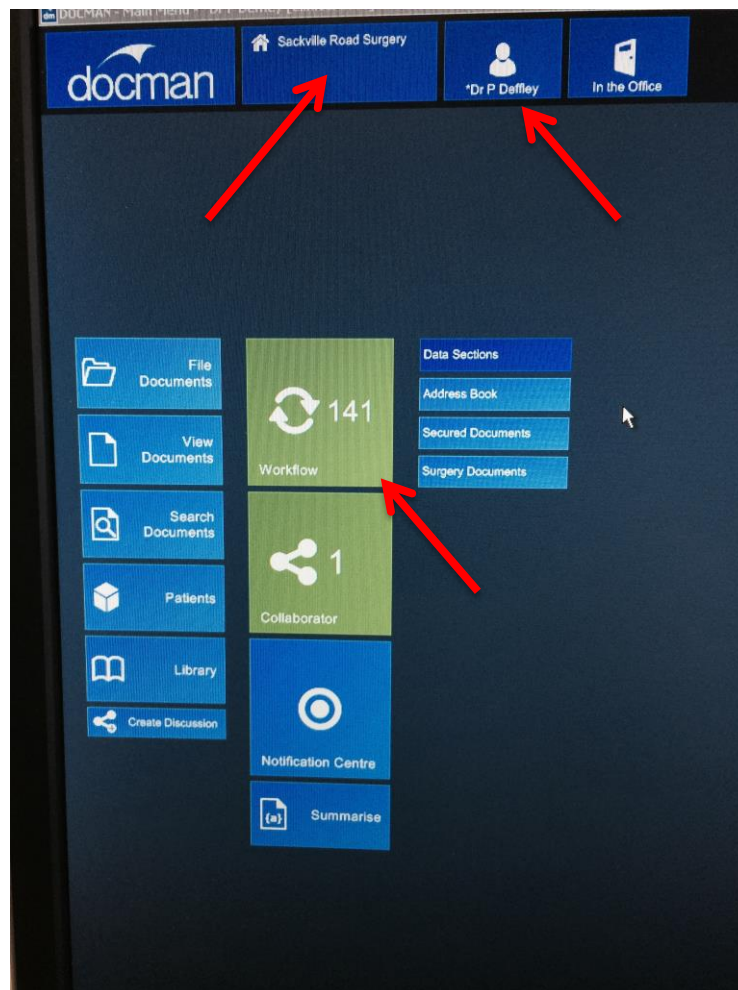
Sackville
Medical Centre



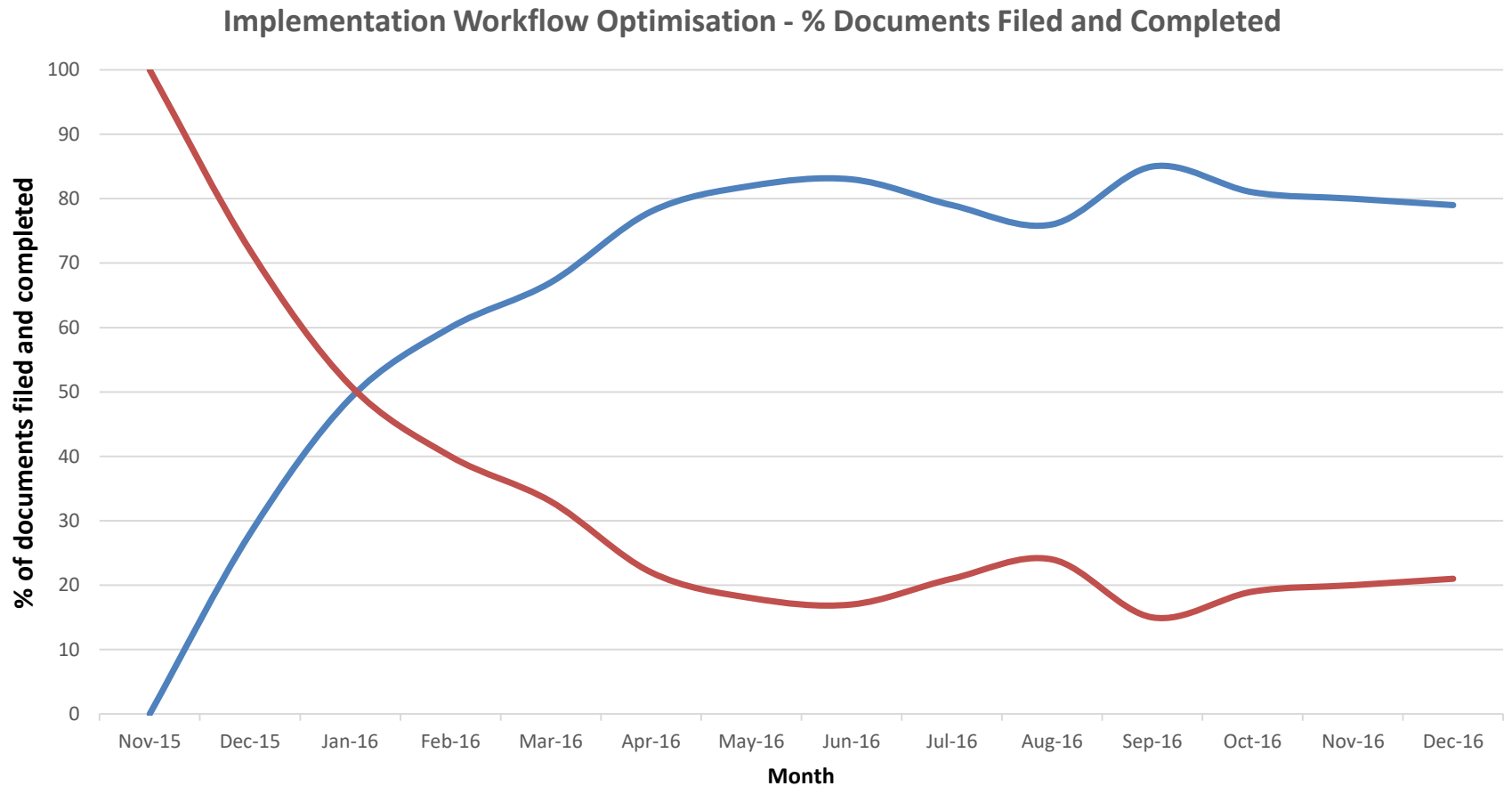
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Optimisation

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Case Study – Sackville Medical Centre, Hove



Implementation– Gaining Maximum Early Benefit

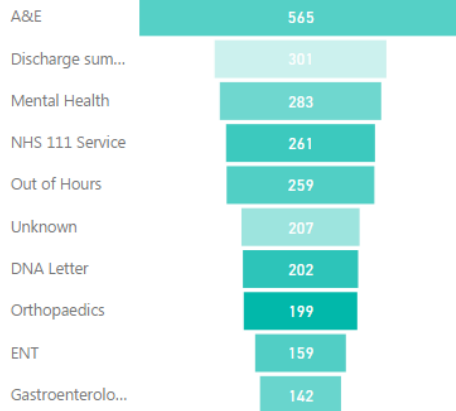


Supporting Implementation with data

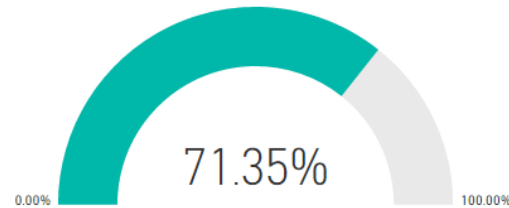
Select Organisation

☐ G81680

Top 10 letter types



% completed by workflow



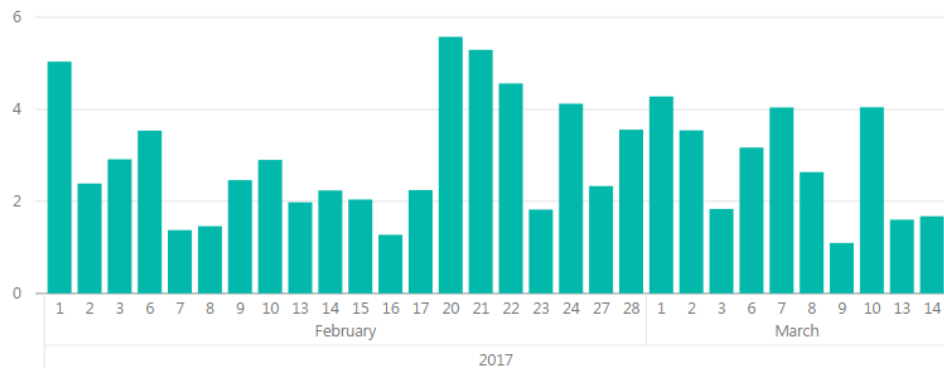
71.35 %
% completed by workflow
74.96 %
% implementation of workflow

25.46 %
% sent to GP
5515
letters processed by workflow team

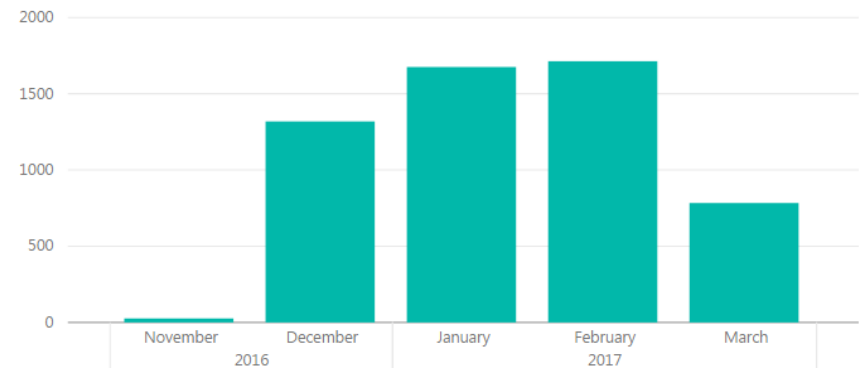
2.23 %
% advice given to contact GP
5.42 %
% advice to GP regarding meds
0.83 %
% advice to GP to raise referral
0.33 %
% for requesting bloods
0.09 %
% request to remove sutures
0.51 %
% too clinically complex for workflow

Workflow Dashboard

working days taken for workflow to process incoming letters

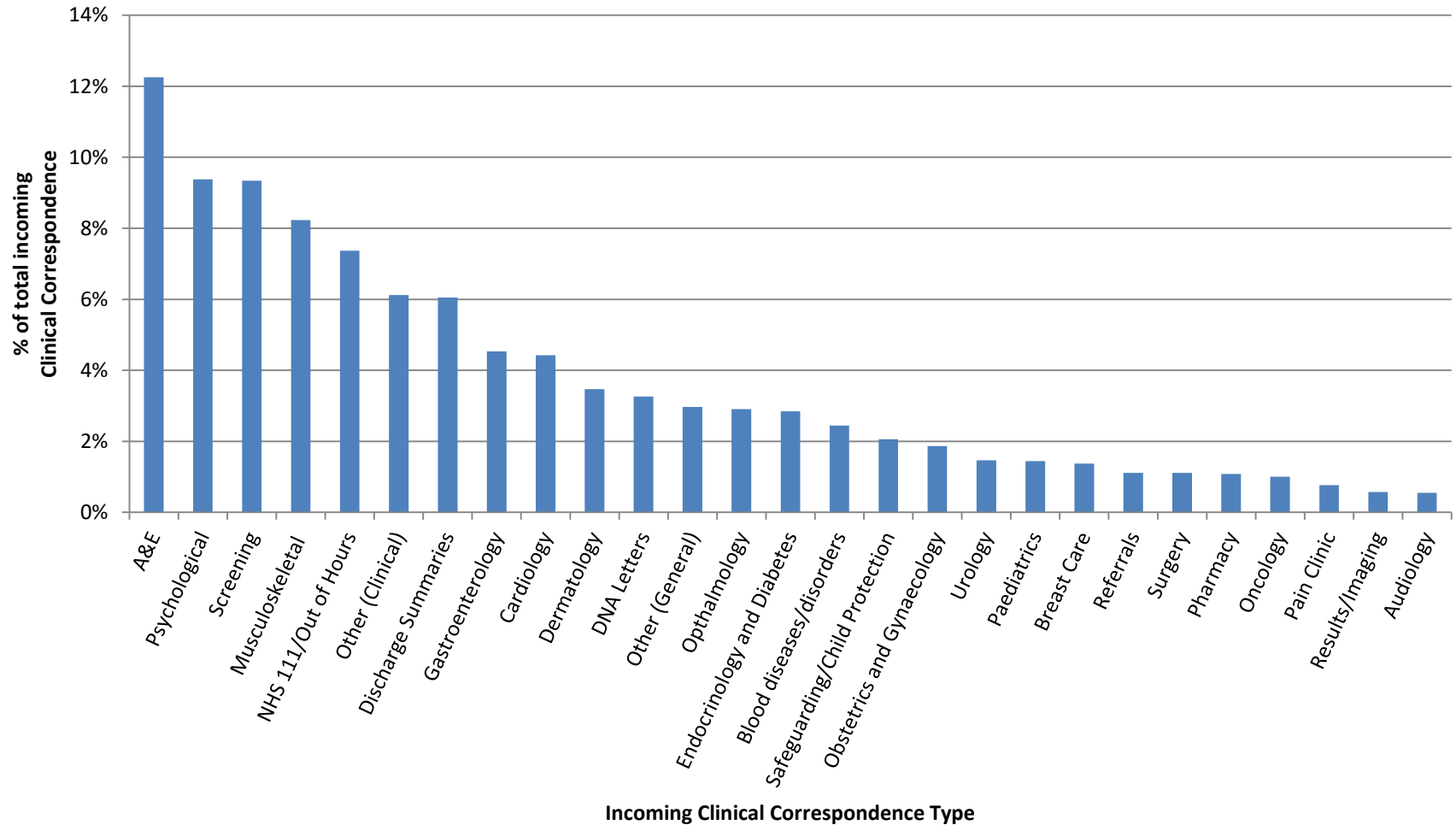


letters processed by workflow



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Supporting Implementation with data



Community Level Benefits

- Our offer is to work with practices for a two year period
- Supporting and creating opportunities for practices to learn together
- Working with practices to understand the required culture of sustainable change
- Learning together to create a community of practice around Workflow Optimisation teams
- Local practice resilience increased, and a practical step to federations / networks



I have never been involved in
a change programme that has
led to such a dramatic
improvement in service so
quickly. In a few weeks the
surgery was transformed



*Dr Naseer Khan – Chief of Clinical
Leadership and Engagement Brighton and
Hove CCG*



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Workflow Optimisation

Fourth Floor, 177 Preston Rd,
Brighton, BN1 6AG

+44 (0)1273 560 210
info@workflowoptimisation.co.uk

Workflowoptimisation.co.uk